

MC311 Data Review

Department of Housing and Community Affairs

Rick Nelson

5/11/2012

CountyStat Principles

- **Require Data-Driven Performance**
- **Promote Strategic Governance**
- **Increase Government Transparency**
- **Foster a Culture of Accountability**



Meeting Goal

- **Meeting Goal:**
 - Review DHCA processes for responding to MC311 service requests.
 - Identify DHCA Code Enforcement best practices of that could be applied to other code enforcement offices.
- **How we measure success:**
 - Improvements in DHCA code enforcement responsiveness to service requests.
 - Ongoing monitoring of DHCA performance measurements.



Agenda

- **Meeting Goals**
- **Overview of Code Enforcement Operations**
- **Overview of MC311-DHCA SRs**
- **Improvements to Existing Practices**
 - DHCA Code Enforcement Technological Changes
 - DHCA Recommendations
- **Review February 2012 CountyStat Audit of Code Enforcement Service Requests**
- **CountyStat Recommendations**



Sources of DHCA Code Enforcement Workload

- **MC311 Service Requests**
- **Walk-Ins**
- **Statute Required Inspections**
 - Triennial inspections of all multifamily residences with three or more units
 - Inspecting 10%-100% of units in multifamily residences
- **Contracted Annual Inspections of City of Takoma Park**
 - All residential rentals inspected
- **Accessory Apartments/Registered Living Units (RLU)**
- **HOC Housing Choice Voucher Participants**
- **Constituent Letters via Public Officials**

From Jun 2011 – Feb 2012, MC311 Service Requests represent 52% of the total DHCA Code Enforcement workload.



Code Enforcement Processes for Responding to MC311 Service Requests

Code Enforcement

- Siebel System monitored throughout the day, if case needs immediate action (returned call or emergency) the SR is passed to “Inspector on Duty” to assess responsibility and actions required.
- Requests are verified against the e-Property system to determine action required, i.e., existing case or new case.
- Service requests are converted into a department case and assigned to staff for appropriate action.
- Information is entered into the Siebel system: activity comments are entered to include contact information, owner user is assigned, case number entered in external system id and SR remains open until code enforcement case is closed, at which time the SR is also closed.
- Code Enforcement inspects properties and starts case. Ongoing case status is available to public via e-Property.

DHCA is revising its business process for closing cases with inspectors to add a “closed date” field in the internal DHCA Housing Code Database.



Source: DHCA

DHCA: MC311 Data

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Timeline for Code Enforcement Actions

Code Enforcement's timeline is highly dependent on property owner action to resolve the violation.

<u>Task and Actions</u>	<u>Estimated Time</u>
Assignment to Inspector <i>Service requests received through MC311.</i>	24-48 hrs
Time for Inspector to Visit Site <i>Find violations or declare unfounded.</i>	1 week
If violations are observed <i>Violation notice is prepared and the owner has a stated period of time to correct the violations</i>	24 hours to 30 days <i>(depending on the type of violation)</i>
Re-Inspection <i>After stated time period has elapsed. If the owner has made the required repairs, the case is closed. Inspectors can grant for good cause an extension of time to correct violations.</i>	24 hours to 4 months <i>(depending on the type of violation and time of year)</i>
Unresponsive Resident <i>Legal action via civil citations, fine, request for Court Order.</i>	24 hours to 45 days <i>(depending on the type of violation)</i>
Clean and Lien <i>If owner fails to correct the problem within the timeframe the Department can enter the property, make the repairs and charge the owner.</i>	24 hours to several months <i>(depending on time needed to get a court order)</i>



Source: DHCA

Example of Notice of Violation/Severe Conditions

Violation notice by DHCA posted on front door of property.



Information of Notice on DHCA public eProperty Website



Item	Solid Waste
Condition	General Condition
Action	Remove and maintain grounds
Inspector	quarli
Comment	(Per Notice of Violation posted at property on 9/30/11, includes but is not limited to phone books, old newspapers, overflowing mail, plastics, cardboard boxes and any other miscellaneous debris). 10 day reinspection on 10/11/11.



Source: DHCA


DHCA: MC311 Data

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Example of Clean and Lien on Property Tax Bills



TAX DESCRIPTION	ASSESSMENT	RATE	TAX/CHARGE
STATE PROPERTY TAX	805,900	.1120	902.61
COUNTY PROPERTY TAX	805,900	.9590	7,728.58
SOLID WASTE CHARGE		213.7600	213.76
CLEAN & LIEN/DEMOLITION			334.06
WATER QUAL PROTECT CHG (RSFD)			70.50
TOTAL			9,249.51
<hr/>			
INTEREST			685.37
TOTAL AMOUNT			9,934.88
Amount Due by 3/31/2012			9,934.88

Semi-Annual Installments Information	Tax Amount
1st Semi-Annual Installment due by Sept 30	4,624.78
2nd Semi-Annual Installment due by Dec 31	4,624.73

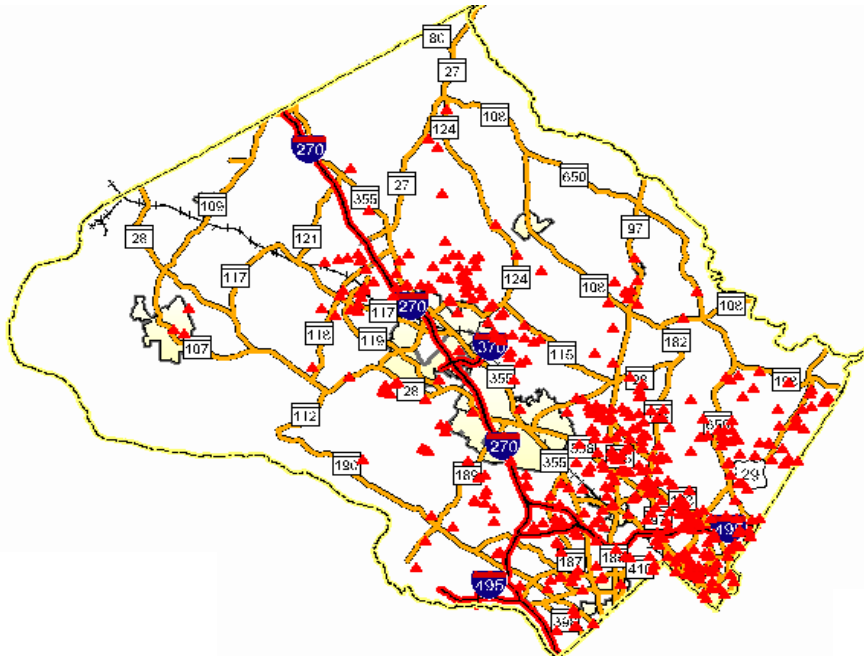
SELECT PAYMENT OPTION



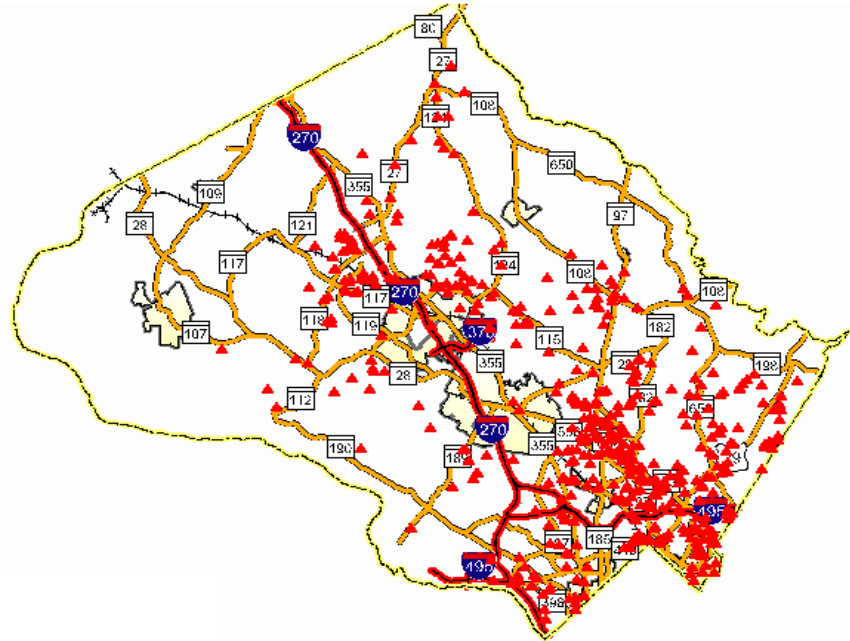
Source: DHCA

Localities of Code Enforcement Service Requests Snapshot Comparisons

April 2011



April 2012



Code Enforcement Service requests remain concentrated in heavily populated sections of the county.



Source: MC311 My Dashboard

DHCA: MC311 Data

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MC311 Nomenclature: Categorizing Customer Intake

A Customer Request in MC311 is simply a record that is created when a resident contacts the 311 Call Center requesting service.
(Customer Requests were previously called “service requests”.)

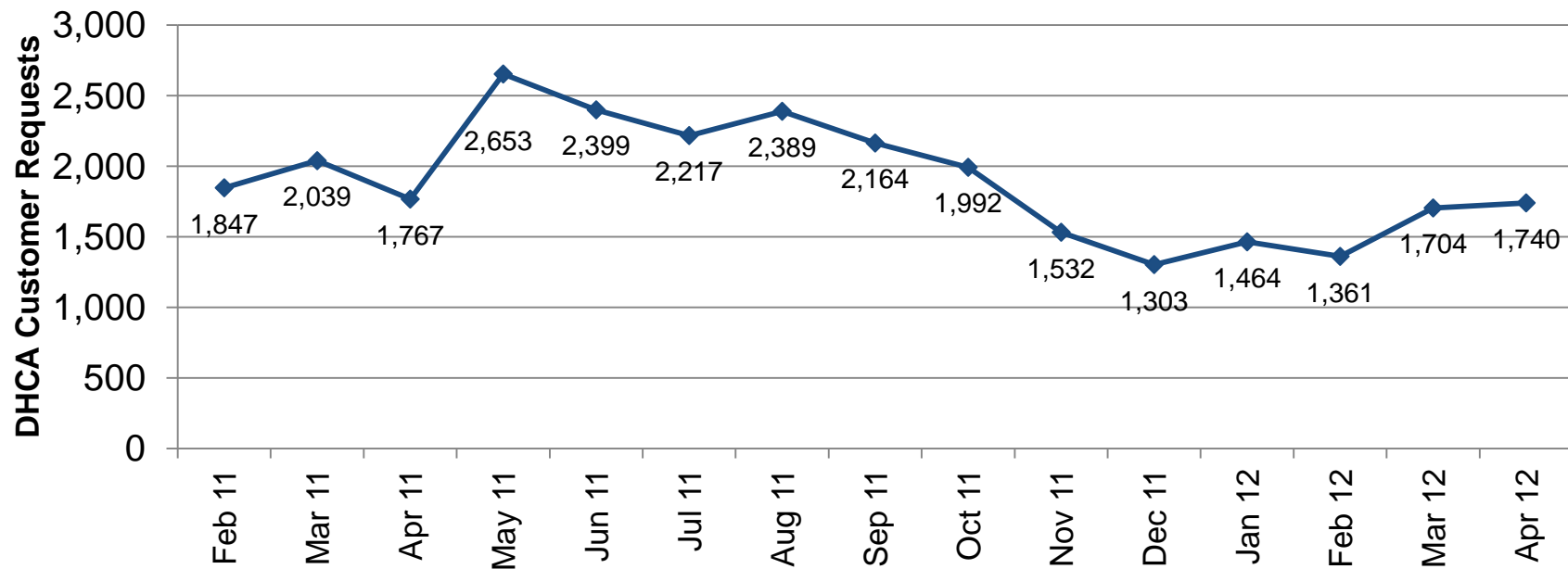
The types of MC311 Customer Requests can be categorized as follows.

- **General Information (GI):** These calls typically constitute 50% of a Customer Service Center’s (CSC) calls and deal with responses to Frequently Asked Questions (FAQs); provide static information about policies and procedures, County government events, and operations.
- **Referrals (REF):** These calls typically constitute 25% of a Customer Service Center’s calls and provide constituents with the telephone number for a call requiring “subject matter expertise” and perform a “warm transfer” of the call, if required.
- **Service Requests (SRs):** These calls typically constitute 20% of a Customer Service Center’s calls. A service request is created for a department to fulfill a resident’s request.
- **Miscellaneous Comments/Compliments/Complaints:** These calls typically constitute 5% of a Customer Service Center’s calls and typically document the nature of the comment, compliment, or complaint and are visible to the specific department.

The use of the term “Service Request” to categorize multiple types of interactions within MC311 was a cause of confusion, thus the totality of all interactions are now categorized as “Customer Requests.”



DHCA Monthly Customer Request Totals



	Feb-Mar	Mar-Apr	Apr-May	May-Jun	Jun-Jul	Jul-Aug	Aug-Sep	Sep-Oct	Oct-Nov	Nov-Dec	Dec-Jan	Jan-Feb	Feb-Mar	Mar-Apr
Percent Change	9%	-15%	33%	-11%	-8%	7%	-10%	-9%	-30%	-18%	11%	-8%	20%	2%

Feb-Apr of 2011 saw 15% more service requests than Feb-Apr of 2012. There were 211 CRs for “Un-shoveled sidewalk” In Feb of 2011, but none in Feb 2012.



MC311 Data from Feb 2011-Apr 2012

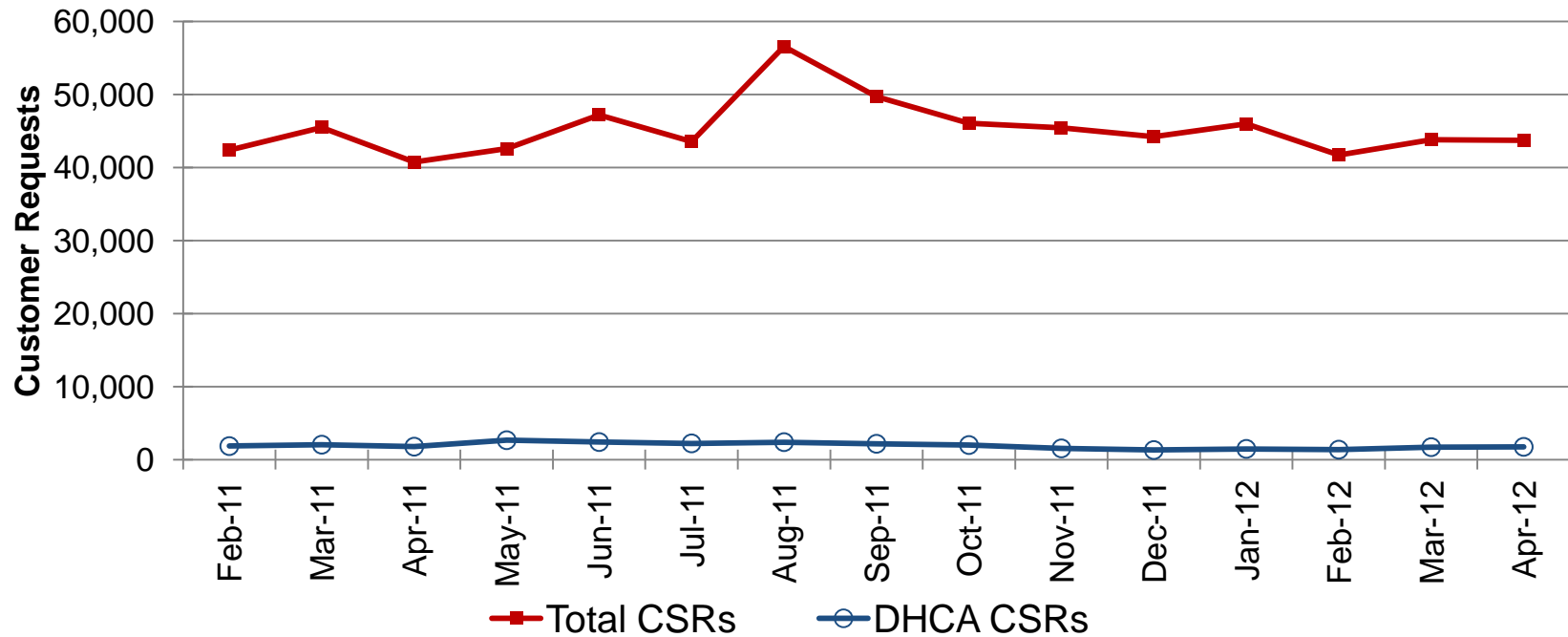
DHCA: MC311 Data

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DHCA Related Customer Requests as Percentage of Total MC311 Customer Requests



	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
DHCA as % of Total	4.4%	4.5%	4.3%	6.2%	5.1%	5.1%	4.2%	4.4%	4.3%	3.4%	2.9%	3.2%	3.3%	3.9%	4.0%

DHCA CSRs consistently represent about 4% of all MC311 calls.



MC311 Data from Feb 2011- Apr 2012

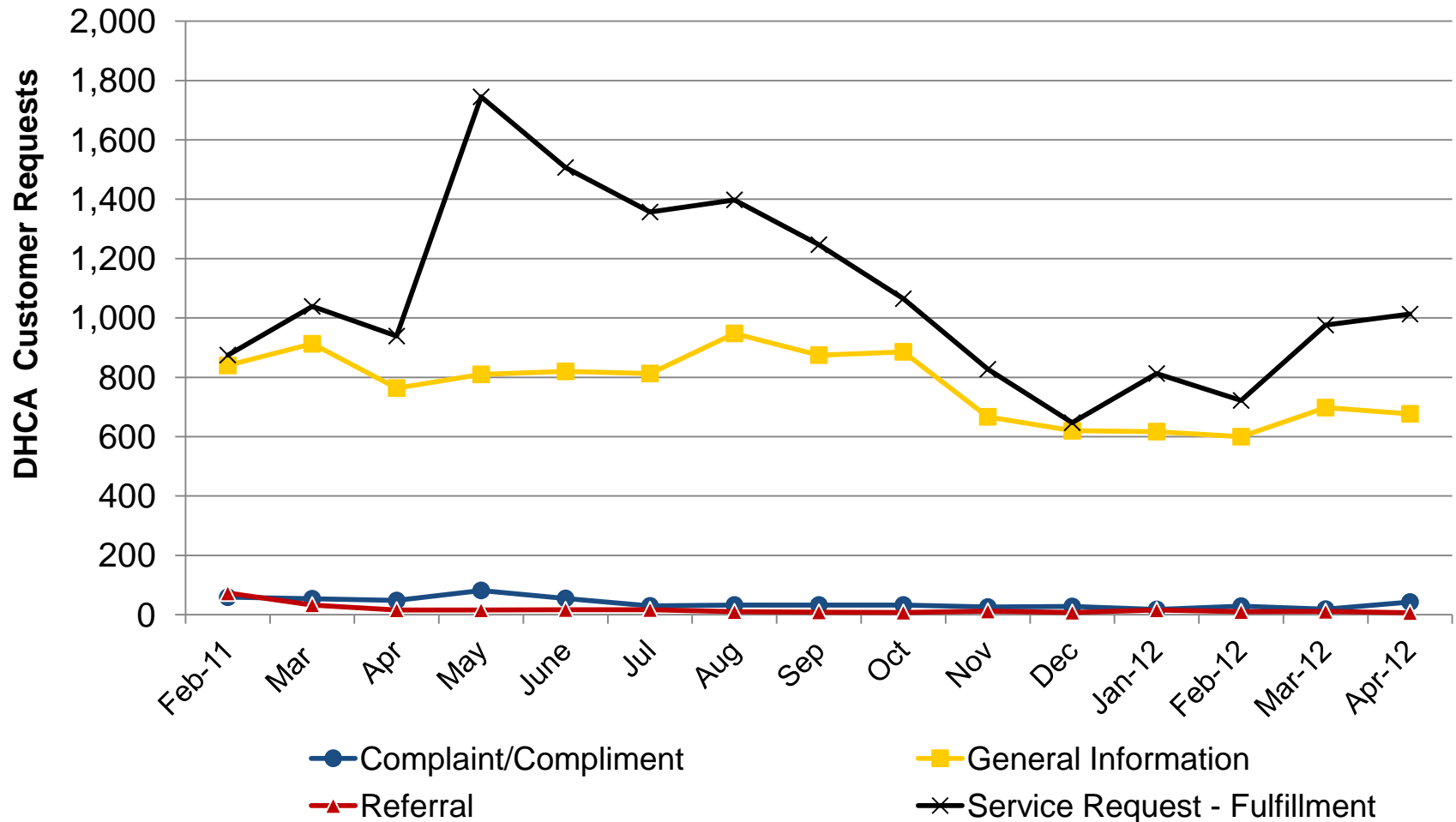
DHCA: MC311 Data

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DHCA Monthly Customer Request Totals by Type



MC311 Data from Feb 2011-Apr 2012

DHCA: MC311 Data

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Customer Request Intake Method for DHCA Related MC311 Customer Requests

Phone calls are the most common avenue for DHCA-related Customer Requests, accounting for 87% of all customer requests.

	Feb 2011	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Internal	168	143	103	114	129	227	152	143	98
Phone	1,616	1,769	1,535	2,201	2,067	1,814	2,073	1,880	1,800
Web	63	127	129	338	203	176	164	141	94
Total	1,847	2,039	1,767	2,653	2,399	2,217	2,389	2,164	1,992

	Nov	Dec	Jan	Feb	Mar	Apr 2012	Total	Percent
Internal	86	54	141	71	151	90	1,870	7%
Phone	1,355	1,213	1,242	1,193	1,441	1,520	24,719	87%
Web	91	36	81	97	112	130	1,982	7%
Total	1,532	1,303	1,464	1,361	1,704	1,740	28,571	



DHCA Monthly Customer Request Totals by Area Type

	Feb-11	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr-12	Avg	Total
Code Enforcement	761	798	760	1446	1066	879	971	903	753	564	420	474	488	770	708	784	11,761
Landlord Tenant Affairs	686	763	665	806	931	952	1038	931	827	705	649	713	617	647	739	778	11,669
Licensing and Registration	239	240	192	208	227	200	201	153	258	140	98	90	84	101	115	170	2,546
MPDU	136	190	123	152	141	137	140	138	127	93	112	155	145	163	134	139	2,086
SF Home Improvement Loan	3	13	11	21	11	23	16	11	10	19	10	9	13	11	23	14	204
Other	22	35	16	20	23	26	23	28	17	11	14	23	14	12	21	20	305
Totals	1,847	2,039	1,767	2,653	2,399	2,217	2,389	2,164	1,992	1,532	1,303	1,464	1,361	1,704	1,740	1,847	28,571

81% of customer requests are categorized under Code Enforcement or Landlord Tenant Affairs.



MC311 Data from Feb 2011-Apr 2012

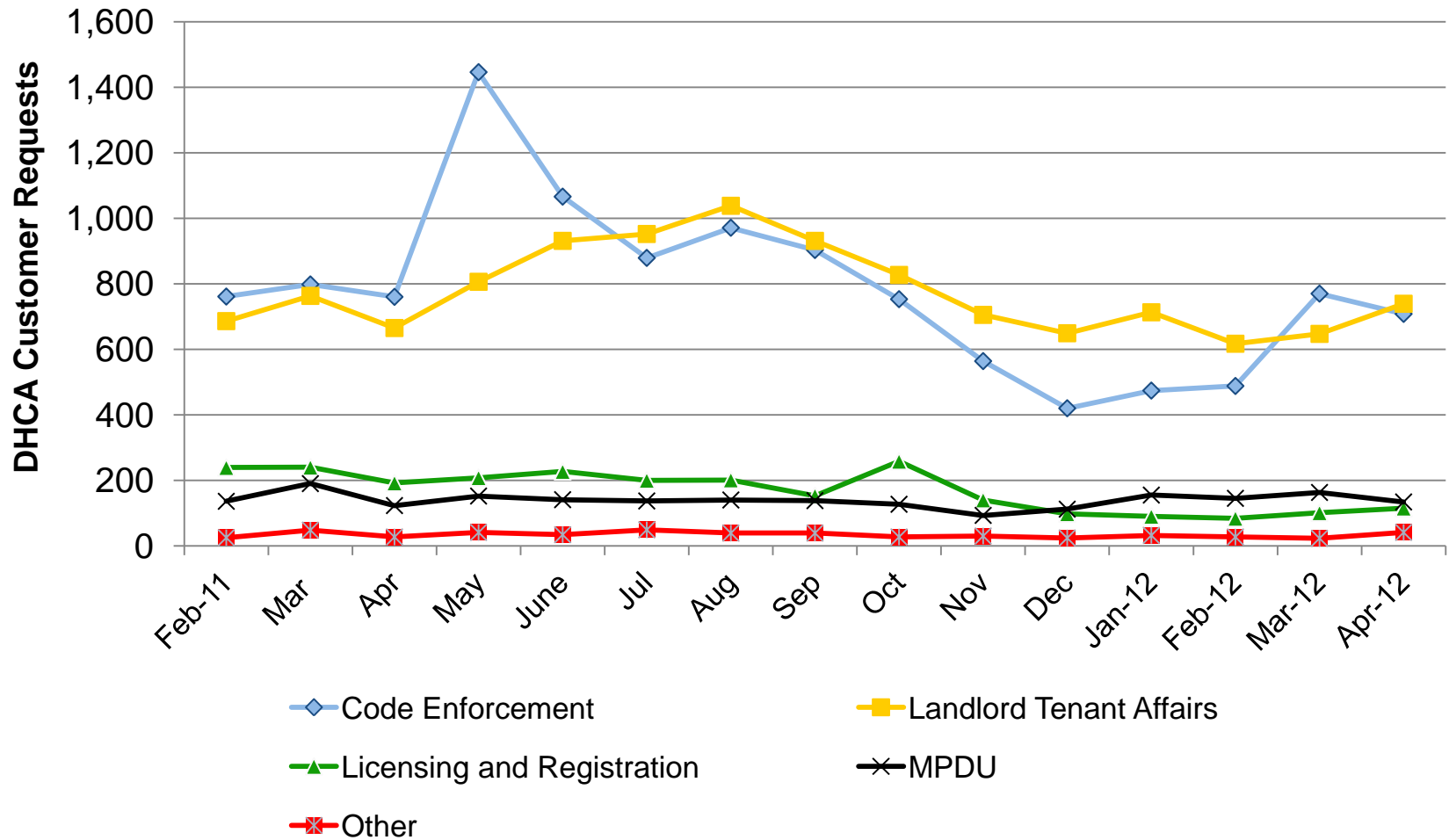
DHCA: MC311 Data

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DHCA Monthly Customer Request Totals by Area Type



MC311 Data from Feb 2011- Apr 2012

DHCA: MC311 Data

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DHCA Top 10 Solution/Knowledge Based Articles

Attached Solution	Total CRs	Monthly Average
Landlord Tenant (LT) complaints, disputes or issues	6,160	410.7
Housing Complaints	5,266	351.1
Walk-in landlord-tenant complaints	1,310	87.3
Untagged, abandoned, dysfunctional, or inoperable vehicle on private property	641	42.7
Tall grass on private property where the property is occupied	614	55.8
Checking Status of a Housing Code Enforcement Complaint or Inspection	595	39.7
Determining whether a rental property is licensed	534	35.6
How to apply to the Moderately Priced Dwelling Unit (MPDU) Program	500	33.3
Amount of allowable landlord rent increase	478	31.9
Tall grass on private property where the property is vacant or an unimproved lot	464	42.2

Complaints can be filed via MC311, the DHCA website, or in person by walking in to the DHCA office.



MC311 Data from Feb 2011-Apr 2012

DHCA: MC311 Data

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DHCA Reflections and Code Enforcement Technology Changes Since Last Report

DHCA-Identified Technological Changes

- Added sub-table to housing code enforcement database to record SR number's associated with code enforcement case
- Updated the housing code enforcement database entry form to display sub-table of SR numbers for each case
- Added a button adjacent to SR number on the housing code enforcement database entry form to automatically open the SR in Siebel, making it possible for code enforcement supervisors to close SR's while working in the code enforcement system, linking out to Siebel
- Also added a checkbox and SR "date closed" field to Housing code enforcement data entry form adjacent to SR numbers, so supervisors can indicate that the SR has been updated in Siebel

DHCA-Identified Remaining Issues

- Current process requires numerous steps to close SRs in department system and Siebel, increasing probability of human error and time lag
- Department closed date and SR closed date often do not match
- Closing SR is currently a separate process and Siebel closed date cannot be adjusted
- Staff resources



Source: DHCA

DHCA Code Enforcement Technology Changes

Screenshot of Code Database

Case Number: 104162		Type: Solid Waste	Violation Address: [REDACTED] [REDACTED] CIR	
Inspector: [REDACTED]		Tax: 01481935	Old Address: [REDACTED]	
		Property Name: [REDACTED]		

General	Owner/Contacts	Complainants	Notes	Tasks/Tickler	Violations 2	Witnesses	Clean Lien	Misc	Full Screen
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Case Number: 104162	Date Filed: 01/03/2012	Case Type: Solid Waste	Load on iPaqs: <input type="checkbox"/>
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Property Address: [REDACTED] [REDACTED] CIR	Reinspected 1: [REDACTED]
[REDACTED] [REDACTED]	Reinspected 2: [REDACTED]
Community Name: [REDACTED]	

Vacant: ☐ Date Verified Vacant: [REDACTED]

Date Verified Reoccupied: [REDACTED]

Nature of Complaint:

UNTAGGED AND COVERED VEHICLES IN DRIVEWAY.

ADC Grid Coordinates: 5049-K4	Lookup ADC Grid	Assigned: 01/03/2012	Reassigned: [REDACTED]
OLD ADC Grid Coordinates: [REDACTED]		Inspected: 01/11/2012	
Inspector: [REDACTED]		Date Closed: 01/11/2012	Grass/Snow Letter: [REDACTED]
HQS Tenant ID: [REDACTED]		Disposition Code No: 111	
OLTA License #: [REDACTED]		Area/Description: Complaint Resolved	
		Violation Unfounded	

SR's				
1/3/2012	182945216	SR	<input checked="" type="checkbox"/>	Date_SR_Closed: 1/24/2012
		SR	<input type="checkbox"/>	Date_SR_Closed:



Source: DHCA

DHCA: MC311 Data

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DHCA Recommended Improvements to Existing Process

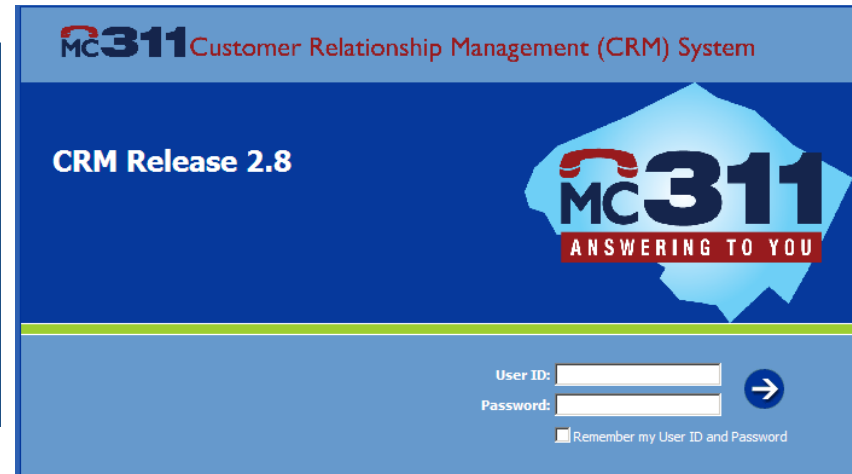
- Have 311/Siebel office create an automated Siebel Service that will execute when inspectors update department case to closed. For all open SR's associated with the department case being closed, Siebel Service will:
 - Update Status of SR's to closed
 - Set closed date to current date (the date the service is executed)
- Until recommended system enhancements are implemented, DHCA and 311 will periodically cross-check housing code enforcement and Seibel data to identify discrepancies in cases closed dates



Welcome to DHCA's

eProperty Data Mining

Submit Query



MC311 Customer Relationship Management (CRM) System

CRM Release 2.8

MC311
ANSWERING TO YOU

User ID:

Password:

☐ Remember my User ID and Password

→



Source: DHCA

DHCA: MC311 Data

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CountyStat Analysis of Closed Code Enforcement Service Requests

■ Methodology

- Data pulled from Seibel System: Services Requests Closed from June 1, 2011-Feb 2, 2012
- Identified number of cases not closed within Seibel system
- Mapped cases in question against eProperty to identify gaps
- Assigned correct closed dates with cases that appear open in Seibel system.
 - Until a DHCA and MC311 agree upon a resolution, historical data for SLA closure time will be inaccurate.

CountyStat recommends DHCA and MC311 outline process for closing out service requests in the Seibel System in a timely and accurate manner until the long term solution of a fully integrated case management system is implemented.



Top 10 Code Enforcement Solution Areas Service Requests

Solution Area	Total CRs	Monthly Average CRs	SLA Days	Avg Days to Close
Housing Complaints	2,003	223	30	27
Tall grass on private property where the property is occupied	315	39	15	14
Untagged, abandoned, dysfunctional, or inoperable vehicle on private property	241	27	30	35
Tall grass on private property where the property is vacant or an unimproved lot	185	23	15	24
Bedbugs, roaches, mice, rat infestation/extermination in residential rental units	137	15	30	30
Trash, litter, debris, solid waste on private property or commercial property	121	13	30	30
Dead tree or branches on private property	109	12	30	21
Landlord Tenant (LT) complaints, disputes or issues	97	11	2	30
Maximum occupancy for HOUSE OR APARTMENT	63	7	30	36
Overgrown bushes, shrubbery encroaching onto a sidewalk or roadway from private property	62	8	30	20

54% of Code Enforcement Service Requests are categorized as housing complaints. Within the top 10 code enforcement areas, 62% of SRs are completed within the SLA time frame

Green: SLAs on average are within SLA time frame.



MC311 Data from June 1, 2011-Feb 2, 2012, Closed Service Requests

DHCA: MC311 Data

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All Closed SRs Code Enforcement Closure Rate

	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Service Requests Handled by Code Enforcement	741	569	597	566	403	316	209	246	124
Average net workdays* to Close SR	19	30	31	31	26	25	20	15	5
Average net workdays* Difference to SLA	-6 (Within SLA)	+4	+5	+7	+1	-1 (Within SLA)	-5 (Within SLA)	-10 (Within SLA)	-18 (Within SLA)

Code Enforcement's closure rate appears highly variable depending on the nature and timing (if the request were made during a high volume period) of the request.

Green: SLAs on average are within SLA time frame.

** Net-workdays is an Excel function that calculates the number of work days between two calendar dates. This function does not take into account holidays. Only services requests that are closed complete are used for this calculation.*

MC311 Data from June 1, 2011-Feb 2, 2012, Closed Service Requests



Timeline for Code Enforcement Actions

Code Enforcement's timeline is highly dependent on property owner action to resolve the violation.

<u>Task and Actions</u>	<u>Estimated Time</u>
Assignment to Inspector <i>Service requests received through MC311.</i>	24-48 hrs
Time for Inspector to Visit Site <i>Find violations or declare unfounded.</i>	1 week
If violations are observed <i>Violation notice is prepared and the owner has a stated period of time to correct the violations</i>	24 hours to 30 days (depending on the type of violation)
Re-Inspection <i>After stated time period has elapsed. If the owner has made the required repairs, the case is closed. Inspectors can grant for good cause an extension of time to correct violations.</i>	24 hours to 4 months (depending on the type of violation and time of year)
Unresponsive Resident <i>Legal action via civil citations, fine, request for Court Order.</i>	24 hours to 45 days (depending on the type of violation)
Clean and Lien <i>If owner fails to correct the problem within the timeframe the Department can enter the property, make the repairs and charge the owner.</i>	24 hours to several months (depending on time needed to get a court order)



Source: DHCA

Code Enforcement Alls SRs Days to Close within SLA Days

	Number of Service Requests	Percent	Grouped Percent of Total
Within SLA Timeframe	2,384	63.2%	63.2%
1 – 4 Network days beyond SLA	206	5.5%	23.6%
5 – 9 Network days beyond SLA	176	4.9%	
10 – 14 Network days beyond SLA	147	4.1%	
15 – 19 Network days beyond SLA	129	3.6%	
20 – 24 Network days beyond SLA	101	2.8%	
25 – 29 Network days beyond SLA	91	2.6%	
30 – 34 Network days beyond SLA	62	1.7%	15.1%
35 – 49 Network days beyond SLA	68	1.9%	
40 – 44 Network days beyond SLA	50	1.4%	
45 – 49 Network days beyond SLA	54	1.5%	
50 – 54 Network days beyond SLA	48	1.3%	
55 – 59 Network days beyond SLA	41	1.2%	
60 – 99 Network days beyond SLA	167	4.7%	
100+ Network days beyond SLA	47	1.3%	

63% of service requests were closed within the SLA. DHCA is analyzing SRs closed more than 30 net work days beyond the SLA (15.1% of SRs).

* Net-workdays is an Excel function that calculates the number of work days between two calendar dates. This function does not take into account holidays. Only services requests that are closed complete are used for this calculation.

MC311 Data from June 1, 2011-Feb 2, 2012, Closed Service Requests



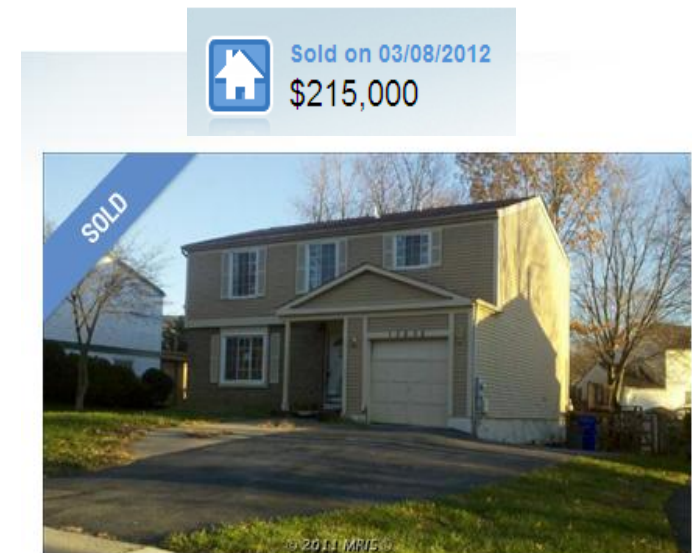
Repeat Violations with Vacant Houses

Many housing violations, cases, and lengthy response times can be attributed to the reported houses being vacant.

According to DHCA, the County is very limited in its ability to deal with such houses.

Example of Vacant House: 6 cases with total of 34 violations over 4 years.

Housing Code Enforcement				
Case Number	Date Closed	Nature of Complaint	Disposition Area	Disposition #
		VACANT HOUSE IN DISREPAIR.	Legal Actions	430
	7/11/2011	TALL GRASS.	Complaint resolved	110
	5/13/2011	TALL GRASS.	Complaint resolved	110
	12/4/2010	HIGH GRASS AND TRASH.	Legal Actions	410
	3/16/2010	No Power - House vacant	Complaint resolved	110
	5/27/2009	Several code violations at property.	Complaint resolved	110



CountyStat Audit of Select Code Enforcement Service Requests

- **Selection:** Selected 48 service requests which had been indicated as closed in the MC311 database as of January 2012
- **Visits:** CountyStat visited 45 locations; locations of the remaining 3 SRS were duplicates

Date	Visits	Found: Visibly Completed	Found: Re-Reported	Found: Unknown If Completed	Unable to access/ Not Found
2/3/2012	19	11	2 (Closed)	4	2
2/15/2012	26	20		3	3
Total	45	31	2 (Closed)	7	5
Percentage	-	69%	4%	16%	11%

Audit Results:

- 69% of the service requests were visibly completed upon inspection.
- 16% of those inspected were not visibly completed; therefore, CountyStat could not determine if the request had been completed.
 - 4 of the properties had legal actions on file and therefore potentially still ongoing.
 - 3 of the properties were unfounded and therefore not violations.



Samples of Audited Service Requests

The following slides show two examples of how service request information appears in MC311 Seibel, to the public in eProperty, and in plain view.

Similar Requests: *Multiple un-tagged cars parked on driveway*

Differing results:



Audit Example 1: Code Enforcement and MC311, SR# --5216

MC311 Status: Closed DHCA Status: Closed, Compliant Resolved

MC311 Internal System Screens (Caller Taker View)

Area: Code Enforcement Owner User: CARYLA01 - Lauren Cary

Sub Area: External Organization:

Summary and Notes Flag

The vehicles in the driveway are untagged, covered and are not being used. Caller put in a request to have this looked into and it has not gotten any better, the trailer is gone as well as the boat but they moved additional cars in. Caller would like to speak to someone.

Notes Attached: ☐ External System Id: 104162

Back Office Case URL: http://www.montgomerycountymd.gov/apps/DHCA/pdm_online/searchre [View Case](#)

ap | Activities | Activity Plans | Notes | Attachments | **Audit Trail**

1 - 8 of 8+ |

Old Value	New Value	Date ▾	Ch
Fulfillment at Depart	Complete	1/24/2012 08:12:15 AM	▲
In Progress	Closed	1/24/2012 08:12:15 AM	▲
Assigned	Fulfillment at Department	1/3/2012 10:51:08 AM	▲
DILLAL01	CARYLA01	1/3/2012 10:51:08 AM	▲

Link to
DHCA
eProperty



Source: DHCA

Audit Example 1: Code Enforcement and MC311, SR# --5216

MC311 Status: Closed DHCA Status: Closed, Complaint Resolved

DHCA Public Site, Information shown by property address

Housing Code Enforcement				
Case Number	Date Closed	Nature of Complaint	Disposition Area	Disposition #
	1/11/2012	UNTAGGED AND COVERED VEHICLES IN DRIVEWAY.	Complaint Resolved	111
	12/27/2011	DEBRIS AND CLUTTER. DEAD TREES. GOLF CART, CARS AND TRUCKS IN DRIVEWAY.	Legal Actions	400
	1/31/2011	UNLICENSED VEHICLE PARKED IN BACK YARD.	Complaint resolved	110
	6/5/2009	Inoperable cars.	Complaint resolved	110
	3/26/2008	Trash and debris, front porch supported by 2 X 4 post.	Complaint resolved	110
	1/2/2007	Truck beds on side of house w/ junk inside of beds.	Complaint resolved	110




Source: DHCA

Audit Example 1: Code Enforcement and MC311, SR# --5216

MC311 Status: Closed DHCA Status: Closed, Compliant Resolved

DHCA Public Site, Information shown by case details



Detailed Housing Code Enforcement Information for Case #: 104162

General:

Address	
Property Name	
Unit Number	
Date Filed	1/3/2012
Nature of Complaint	UNTAGGED AND COVERED VEHICLES IN DRIVEWAY.
Inspector	Lauren N. Cary
Office Number	2407773698
Date Inspected	1/11/2012
Date Closed	1/11/2012
Disposition Code	111
Disposition Area	Complaint Resolved
Disposition Description	Violation Unfounded



Source: DHCA

Audit Example 1: Code Enforcement and MC311, SR# --5216

MC311 Status: Closed DHCA Status: Closed, Compliant Resolved

DHCA Public Site, Information shown by case details. Violations noted.

Violations:		
Violation 1:	Inspection Date	1/11/2012
	Correct by Date	
	Corrected	Yes
	Building Number	
	Street Address	
	Unit Number/Floor	
	Location Description	Exterior
	Item	No Violations Observed
	Condition	General Condition
	Action	No Action Necessary
	Inspector	caryla01
	Comment	



Source: DHCA

Audit Example 1: Code Enforcement and MC311, SR# -5216

MC311 Status: Closed DHCA Status: Closed, Compliant Resolved

Example of Vehicles Still Seen By public

CountyStat visit on 2/3/12 saw the following.



DHCA Details:

All vehicles were found to be operational and have current registrations.



Audit Example 2: Code Enforcement and MC311, SR# -6118

MC311 Status: Closed

DHCA Status: Closed, Legal Actions

MC311 Internal System Screens (Call-taker View)

Summary and Notes Flag

Up to 9 cars parked in driveway, several have no tags others never move

Notes Attached: ☐ External System Id: 101779

Back Office Case URL: http://www.montgomerycountymd.gov/apps/DHCA/pdm_online/searchre [View Case](#)

Map | Activities | Activity Plans | Notes | Attachments | **Audit Trail**

1 - 8 of 8+ |

Old Value	New Value	Date ▾	Ch
Fulfillment at Depart	Complete	2/2/2012 11:22:52 AM	
In Progress	Closed	2/2/2012 11:22:52 AM	
Assigned	Fulfillment at Department	8/8/2011 04:20:08 PM	
SVC-311WEBPORTA	ALKIRJ	8/8/2011 04:20:08 PM	

Link to
DHCA
eProperty



Source: DHCA

Audit Example 2: Code Enforcement and MC311, SR# --6118

MC311 Status: Closed

DHCA Status: Closed, Legal Actions

DHCA Public Site: Information shown by property address

Housing Code Enforcement				
Case Number	Date Closed	Nature of Complaint	Disposition Area	Disposition #
		UNTAGGED VEHICLE.		
	1/25/2012	SEVERAL UNTAGGED CARS PARKED IN DRIVEWAY.	Legal Actions	400
	9/24/2009	ABANDONED VEHICLES IN DRIVEWAY SEE ATTACHED EMAIL	Complaint resolved	110
	8/21/2008	Tall grass.	Complaint resolved	110
	7/1/2008	Untagged vehicles. 7/14/08 - tall grass.	Complaint resolved	110
	6/5/2008	TALL GRASS	Complaint resolved	110
	4/23/2004	2 unregistered vehicles in the driveway.	Complaint resolved	110



Source: DHCA

Audit Example 2: Code Enforcement and MC311, SR# --6118

MC311 Status: Closed

DHCA Status: Closed, Legal Actions

DHCA Public Site, Information shown by case details

Date Filed	8/6/2011
Nature of Complaint	SEVERAL UNTAGGED CARS PARKED IN DRIVEWAY.
Inspector	Julia Thom
Office Number	2407773643
Date Inspected	8/17/2011
Date Closed	1/25/2012
Disposition Code	400
Disposition Area	Legal Actions
Disposition Description	Citation issued



Source: DHCA

Audit Example 2: Code Enforcement and MC311, SR# --6118

MC311 Status: Closed

DHCA Status: Closed, Legal Actions

DHCA Public Site, Information shown by case details. Violations noted.

Violation 1:	Inspection Date	8/17/2011
	Correct by Date	
	Corrected	Yes
	Building Number	
	Street Address	
	Unit Number/Floor	
	Location Description	Exterior
	Item	Automobile/ Vehicle
	Condition	General Condition
	Action	Repair and display valid tags or remove
	Inspector	thomj
Violation 2:	Inspection Date	8/17/2011
	Correct by Date	
	Corrected	Yes
	Building Number	
	Street Address	
	Unit Number/Floor	
	Location Description	Exterior
	Item	Yard
	Condition	Ground Cover
	Action	Install/ Provide
	Inspector	thomj
	Comment	



Audit Example 2: Code Enforcement and MC311, SR# --6118

MC311 Status: Closed

DHCA Status: Closed, Legal Actions

Example of Vehicles Still Seen by Public

CountyStat Visit on 2/3/12 saw the following.

DHCA Details:

Complaint was for several untagged vehicles in driveway, Citations were issued after the 30 day period to correct.

Case closed on 1-25-12 after court action and verification of current tags for those without and the yard area had been seeded.

Another complaint received and notice issued reduced time to get sod or ground cover down and remove new vehicle.



Online Check of Service Request Status

To check the status of a Service Request online, residents must enter the assigned SR number and the e-mail address attached to the request.

311 Service Request Look-up allows customers to check the status of existing Service Requests (SRs) created through the Customer Service Center.

Service Request # *

Email Address *

* Required field

Status Report

Service request number: 188542762

Contact person: Public J

Contact Email: jpublic205@gmail.com

Opened date: 02/16/2012 15:01:55

Status: **Closed**

SubStatus: **Complete**

A case has been opened as a result of this Service Request. Case Status can be checked by clicking the link below.

Case Status: [Click Here For More Information](#)

Solution: It is a violation of the code to allow the storage or accumulation of solid waste on a property. If the trash is within 10 feet of the curb please

Link to DHCA
eProperty



CountyStat Recommendations to Improve Existing Practices

Both MC311 and DHCA

Outline a temporary process for closing out service requests in Seibel System in a timely and accurate manner until long term solution of a fully integrated case management system can be implemented.

For MC311

- Recommend changing knowledge based articles in the following areas for better clarity:
 - E.G. Trash Cans could be DEP; trees on County property could be DOT near power lines; Untagged Parked cars on street could be MCPD.

For DHCA

- Recommend given the amount of time for certain types of SLA, DHCA should revise SLA times to better reflect the amount of time it takes to address service requests.
- Recommend adding wording for “Not Found” or “No Violation” in place of current eProperty coding “unfounded.”

Example: http://www.montgomerycountymd.gov/apps/DHCA/pdm_online/viewdetails_ce.asp?CaseNumber=100892



Wrap-up

- Follow-up items

